



Welcome to the Clark County Community Development e-News. We send this publication out once a month to announce the latest in what's happening. We will attempt to cover a broad range of topics that we hope will be of interest to you. We need your input! We welcome your comments about our news bulletin; and if you have topics you would like us to cover and we haven't, we'll do our best to accommodate you!★

Community Development scores an A-

During the last five years, 505 customers have filled out evaluation forms and rated different aspects of our department's performance. Their perception has steadily increased every year and in 2005 our score soared to a new high of A-.

I think this is a testimonial to Community Development staff and their commitment to customer service and continuous improvement. In 2005, the department's 150 employees reviewed and inspected \$583 million in new residential, commercial, and industrial construction.

The use of evaluation forms started with a major performance audit of the Community Development Department in the year 2000. The purpose of a performance audit is to analyze how efficient an agency is in carrying out its legislative mandate. Our department is responsible for reviewing development plans

and inspecting these projects in the unincorporated county.

The 2000 audit identified 44 specific recommendations that would improve the department's performance. One was to provide Customer Service Evaluation Forms at all five of the department's reception areas. The forms have the postage paid so they can be mailed. All forms go directly to the director's office, where they are logged in and forwarded to the relevant division manager.

When the first evaluation forms were returned in 2000, the department's overall performance was graded poorly at a C-. In fact, the report from consultants Citygate and Associates noted that the department's score was far below scores registered by the Internal Revenue Service and Occupational Safety and Health Administration. Not a proud moment.

We have come a long way in five years, soaring from a C- to an A-. But we still have a ways to go. Our unofficial motto is, "There is no finish line in this race".

January 2006 Inside:

- ★ Community Development scores an A-
- ★ Clark County to the rescue
- ★ Salmon Watch
- ★ New faces
- ★ Customer Appreciation Week a success
- ★ ComDev in the news



Back: Bryan Mattson, Ray Smith, Angie Merrill, Debi Miller, Pam gren. Front: Melissa Curtis, & Tonya Brownlie

Report Card

Promptness of initial greeting	B+
Time spent waiting for service.....	B+
Courtesy/personal attention.....	A-
Knowledge levels of employees.....	A-
Efficiency with which service was provided	A-
Usability of information.....	A-
Overall service.....	A-

Grades based on all Customer Service Evaluations received in 2005★

Clark County to the rescue

In August, Code Enforcement received a call from Community Services regarding a LaCenter home that was unsafe and dangerous. A grandmother and six of her grandchildren lived in the dilapidated home. The grandmother didn't want to relocate, as she feared enrolling her children, two of which have special needs, in a new school where she believed they would not be accepted by their peers.

Through the coordinated efforts of **Kevin Pridemore, Marian Anderson, Mike McMahon, Vern Perry, Shari Jensen, and Tom Scott**, structural safety improvements were made that enabled the family to remain in the home until new living accommodations were established. Fire alarms were delivered and installed, an exit window was cut, the electrical supply was reduced, and a legal lot determination was made, verifying that a mobile home was an option.

Community Services employee, Kimberlee Shriner, then went the extra mile by submitting their story to the Montel Williams Show. The family was selected to receive the Montel Williams' Christmas package, which included a new manufactured home, furniture, washer and dryer, Visa card, money to pay her taxes, etc. The coordinated efforts of Clark County employees made it possible for the family to remain in the house until suitable housing was found.★

Customer Appreciation Week a success

During the week of December 12-16, Permit Services staff hosted a customer appreciation week. Refreshments were served and door prizes were given away each day.

The following individuals were our lucky winners:

Ben Wise took home a Clark County Sheriff's Cookbook.

Brad Thomas received a \$15 gift certificate to the Main Street Bakery.

Lisa won two movie tickets at Regal Cinemas.

Kim Rondeau will get to enjoy two free appetizers and two \$5 gift cards to Elmer's Restaurant.

Douglas Grubb received a \$20 Starbucks gift card.

Jolene Gibson took home the final prize of the week, two free dinners at Elmer's Restaurant.

The Permit Services staff was very excited to host this event and really put a lot of effort into making it all come together. As the week went on

it was evident that the customers really enjoyed it as well. We look forward to hosting a similar event in 2006.★

Salmon Watch

Since 1993, Oregon Trout's award-winning Salmon Watch has been an effective environmental education program serving over 21,000 middle and high school students. Alongside coastal and Cascade rivers and streams, students are brought to witness spawning salmon, one of nature's great spectacles, and learn about watersheds and ecosystems from



Quick Clicks

- Comprehensive Plan Update
- Data Library
- Team Focus
- Department Calendar

Divisions

- Animal Control
- Building Division
- Code Enforcement
- Permit Center
- Development Services
- Engineering Services
- Fire Marshal's Office
- Long Range Planning

agency fish biologists and other trained community volunteers.



Salmon Watch Volunteer and Clark County Building Inspector, Paul Sybor with students

"I will always remember going through the mud and water searching for macro invertebrates and having a fun time." – 5th grade student

"The only part I didn't like was when I fell in the mud. Thank you so much for teaching our group so much." – 5th grade student

"My favorite part was everything." – 5th grade student

"I had a lot of fun and really liked the story." – 5th grade student

Dear **Paul [Sybor]**:

Once again you were the favorite stop of the Salmon Watch field trip. I love how much the kids learned in the short amount of time they were with you. – *Betsy Myers, 5th grade teacher*

If you would like additional information about Salmon Watch, please contact volunteer coordinator, Mary Ann Schmidt, by phone at (503) 222-9091 ext. 20 or by email at salmon.watch@ortrout.org.★

New faces

Laurie Nicholson has accepted a Planner II position in Long Range Planning. Laurie has five years of land development experience with Washington County and three years of experience in Long Range Planning in the City of Tigard. Laurie has a Masters degree in Urban Planning from Portland State University.



When not working, enjoys hiking, biking, golf and is an avid Indianapolis Colts fan. Laurie is engaged to be married in January.



Jeff Niten has accepted a planner II position in Long Range Planning. Prior to joining us, Jeff was an assistant planner in Bonney Lake, Washington. Jeff

has also served as a planner in Clark County, Nevada, and Columbia County, Oregon. Jeff has a Bachelors Degree in Political Science from University of Nevada. In his free time, Jeff enjoys golfing, traveling, and racquetball.

Dan Young has recently joined the Building Division as an inspector. Dan comes to Clark County from the City of Battle Ground, where he served as



What's On TV Tonight?

There is a lot on CVTV (channel 23) about Community Development. For example, you can watch the animal control, land use, and code enforcement hearings, as well as the county's Planning Commission. To see the complete schedule click here: www.cvtv.org ★

Expanding our audience

Do you know others who would benefit from this information? Any list serves that would be appropriate for us to post this on? On the other hand, if you would like to be taken off our e-mailing list, just let us know. Contact Désirée at desiree.demonye@clark.wa.gov.★

an inspector for the last 18 months. Dan has a Bachelors Degree in History from the University of Washington. Outside of work, Dan enjoys spending time with his family – wife of nine years, Melissa, daughter, Scarlett and son, James. Dan also enjoys golfing and camping. ★

ComDev in the News

Man confesses to dog fighting, drug possession The Oregonian 1-7-06

http://www.oregonlive.com/metronorth/oregonian/index.ssf?/base/metro_north_news/1136602507111400.xml

Ridgefield, La Center join forces The Columbian 1-6-06

<http://www.columbian.com/news/localNews/01082006news98827.cfm>

Methadone clinic set to open The Columbian 1-3-06

<http://www.columbian.com/news/localNews/01032006news92375.cfm>

Vancouver awaits silent New Year's The Oregonian 12-29-05

http://www.oregonlive.com/metronorth/oregonian/index.ssf?/base/metro_north_news/1135824910203640.xml&coll=7

County approval for retail center on hold The Columbian 12-28-05

<http://www.columbian.com/news/localNews/12282005news84002.cfm>

Small home gutted by Minnehaha fire The Columbian 12-27-05

<http://www.columbian.com/news/localNews/12272005news82663.cfm>

Night club owners sue county, newspaper The Columbian 12-24-05

<http://www.columbian.com/news/localNews/12242005news81324.cfm>★